



SIGNAL - an e-mail newsletter

December 22, 2004

Published by the Southern Ontario Library Service

The introductory page for the Southern Ontario Library Service is www.sols.org. From that page, you can move to any other pages created by staff at the Southern Ontario Library Service, as well as to links to resources and professional information.

Note - as this is an older newsletter, some links may no longer be valid, or may refer you to a section of the site that has been updated in the interim. Please contact helpdesk@sols.org if you want more information on a specific initiative.

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In this issue:

1. SOLS HOLIDAY SCHEDULE
2. CONSORTIA/CHARITABLE PURCHASING AGREEMENTS
3. Revision to SOLS Purchasing Policy (Appendix A)
4. COOL OFFERS
5. funding opportunity - Ontario Trillium Foundation
6. VOLUNTEER MANAGEMENT INFORMATION
7. ONTARIO PUBLIC LIBRARY GUIDELINES AND ACCREDITATION
8. SOLS TRAINING WORKSHOPS
9. registration for the EXCEL distance Education Program – Registration deadline Tuesday, January 4th
10. First Nations Public Library Week 2005 UPDATES
11. TD Summer Reading Program 2005 UPDATE – Registration deadline –Monday January 17th
12. SOLS WEB SITE UPDATES

13. SOLS@SUPERCONFERENCE

14. SOLS CEO LISTSERV

15. BOARD SUMMARY

16. INFORMATION ABOUT Municipal Performance Measurement Program (MPMP)

17. INFORMATION ABOUT CAP

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1. SOLS HOLIDAY SCHEDULE

a) SOLS Delivery Service - The 2004 SOLS delivery service Holiday Schedule for the week of December 20 – 24, 2004 can be found on the SOLS Web site at <http://www.sols.org/Delivery/Christmas/>. The last full day of delivery for most of the SOLS routes will be Thursday, December 23, 2004. The routes will resume the regular schedule starting Tuesday, January 4, 2005. Specific information on the holiday route schedules is also posted on the SOLS Web site. If you have any questions or concerns, please contact Mary Jo Lynett, Supervisor of Delivery Services, at mlynett@sols.org or 1-800-387-5765, ext. 5127.

b) SOLS VDX system - The SOLS VDX administration staff have created a "holiday calendar" in the VDX system. The holiday calendar will be in effect from Thursday, December 23, 2004 to Monday, January 3, 2005. Normal request movement will commence on Tuesday, January 4, 2005. Libraries do NOT need to contact SOLS HelpDesk to arrange for individual suspensions of their location code if their Christmas shutdown period falls within the "holiday calendar" dates.

c) SOLS Toronto office – Please note that the SOLS Toronto office will be closed from the end of day on Friday, December 24, 2004 until 8:30 am on Tuesday, January 4, 2005.

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2. CONSORTIA/CHARITABLE PURCHASING AGREEMENTS

SOLS negotiates charitable/consortia purchasing agreements (CPAs) on behalf of SOLS libraries. CPAs are 'economies of scale' pricing for the purchase or lease of a range of goods and services.

a) Library Highway Signage CPA – Expression of interest requested by January 31st.

Through discussions on the listserv, SOLS Consultant Terry Sarazen forwarded the idea of a SOLS CPA for highway signage. The general specification proposed is a highway sign made of 16 gauge steel that is 60 cm x 90 cm in size. The sign could be in the colour and font of your choice.

For us to move forward with this CPA idea, we need to ensure there is enough interest to merit a tender. If you are interested in a CPA for library highway signage, please contact the SOLS Purchaser, Ron Neems, by January 31, 2005. Be sure and include the number of signs your library would require. Ron can be reached at

In the interim, those libraries needing highway signage may want to contact Angela Lorbetskie at the Barry's Bay Public Library via e-mail at bbibry@post.library.on.ca. She was able to obtain excellent pricing from a local supplier who produced their highway signs with the same specifications for approximately \$50.00 per sign.

b) DELL Computers - In early December, a message was sent via the SOLS CEO list regarding new lower pricing for **DELL computers** covering the period to April 1st, 2005. The

price for the new Optiplex GX 280, for example, is \$1025.00 plus applicable taxes, with free shipping. The monitors are extra. There are further discounts for large volume clients.

The charitable pricing achieved by SOLS is the best in the province for this computer model. Our price point has been guaranteed by DELL as the lowest price in the province for this product over the duration of our contract. The price point is lower than any Municipal, Provincial and large Library pricing available for orders of under 100 CPUs. To obtain a quotation or to place an order with Dell, please contact Ron Neems with your requirements. Your order will be assigned a reference number confirming eligibility for this agreement with Dell, and a Dell representative will follow up with you directly.

Further information on pending Charitable/Consortia Purchasing Agreements can be found at <http://www.sols.org/resourcesharing/coolcpa/index.htm>. On that Web page, the various CPAs are organized by product and service, as well as by Vendor. The contact person for most of the CPAs is the SOLS Purchaser, Ron Neems. Ron can be reached at 1-416-961-1669 or 1-800-387-5765 ext. 5115 or by e-mail at . If you have ideas for the CPA, please do not hesitate to contact Ron.

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3. Revision to SOLS Purchasing Policy (Appendix A) - Considerations When Drafting Policies Required by the Municipal Act

In June 2004, materials to assist libraries in dealing with the requirements of the Municipal Act 2001 were posted on the SOLS Web site at <http://www.sols.org/links/clearinghouse/legislation/resources/municipalact2001/index.htm>. Following the **Purchasing for Public Libraries** workshop held in Barrie, Brockville and London in October and November 2004, SOLS reviewed its Purchasing policy and the requirements of the Municipal Act. Although SOLS is not subject to the terms of the Municipal Act, the Act presents requirements that are prudent for all public service organizations to respect.

SOLS used the questions suggested in the **Checklist for Maintaining Integrity and Protecting Interests** in Appendix B to review its Purchasing policy. While certain requirements simply do not apply to SOLS (e.g., in-house bids), some additions and modifications were made to those sections of the policy that did apply. The resulting new SOLS Purchasing Policy has replaced the previous policy in **Appendix A** of the Web site section entitled "Policy Requirements under the Municipal Act 2001". This policy has been revised but is not yet approved.

Please Note: SOLS makes no claim a) that its Purchasing Policy meets the requirements of the Municipal Act 2001, b) that it is attempting to interpret the Act or c) that any materials included in this section of the SOLS Web site are a substitute for legal advice. If any part of this document is considered for adaptation to an individual library's requirements, it should also be reviewed by the library's legal counsel.

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4. COOL OFFERS – Various deadlines from December 6th to December 17th

Throughout the month of November, a series of messages were sent by Brenda Lewis to the current COOL subscribers, as well as to SOLS CEOs through the listserv. For most of these offers, there is a trial access period. New subscribers should complete the online registration form at <http://www.sols.org/COOL/ElectronicResources/Subscribe/subscriptionform.htm>. Renewing libraries may renew by e-mail to blewis@sols.org or call 1-800-387-5765, ext. 5130. For further information on any of these offers, or to receive the detailed product information, if you missed it, contact Brenda Lewis at 1-800-387-5765, ext. 5130 or through e-mail to blewis@sols.org.

a) **Electric Library Canada** – The prices for this product are set by population range and usage level. Just a reminder that all subscribers who confirm their renewal by December 31, 2004 will

continue to receive last year's pricing for next year's subscription. All new subscribers, who commit by Wednesday, December 15, 2004, will get a 10% discount off the current SOLS price.

b) Gale Products - Further to the recent pricing that was sent out to libraries on Gale products, Gale has issued the following important points to note. All libraries serving populations smaller than 15,000 are advised to contact Jason Bass (1-800-877-4253 ext 2165 or Jason.bass@thomson.com) for customized pricing. Unlimited user pricing is available on all Gale databases and customers should contact Salvy Trojman (1-800-877-4253, ext. 1086 or salvy.trojman@thomson.com) for a custom quote. Gale representatives are obligated to contact all customers directly in order to secure a new purchase or renewal confirmation. These are new accounting policies that have been in place since the Sarbanes-Oxley legislation was handed down by the US Courts. From an audit perspective, Thomson Gale needs to demonstrate that the customer did indeed want to renew through direct communication.

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5. funding opportunity - Ontario Trillium Foundation

On October 22, 2004 at the Clarence-Rockland Public Library, the Hon. Madeleine Meilleur, Minister of Culture, announced Ontario Trillium Foundation (OTF) support for small community libraries across Ontario. These libraries will now qualify for Ontario Trillium Foundation grants under the Special Initiative for Rural and Small Communities. Eligible libraries include library boards serving municipalities of 20,000 people or less, First Nations libraries, county library boards and Local Services Boards that offer library services.

OTF will support initiatives, including projects to enhance literacy and learning programs, improve accessibility and provide special equipment for people with special needs, procure furniture and shelving, acquire permanent print collections or collections in other media, upgrade library technology and provide technical training for staff, volunteers, and the public.

Grant application information is now posted on the Foundation's Web site at www.trilliumfoundation.org. From the left navigation bar, select the link "How to Apply" and then select the link "For Libraries". The application deadlines are March 1, 2005, July 1, 2005, and November 1, 2005.

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6. VOLUNTEER MANAGEMENT INFORMATION

The resource list for the SOLS Workshop entitled "Value of Volunteers" has been posted to the SOLS Web site at <http://www.sols.org/fund-dev/FD/volunteers.htm>. SOLS has created a new moderated listserv for library staff who have responsibility for managing volunteers. The listserv is not intended for volunteers, but for library staff to discuss management issues, training and development opportunities, and best practices in library volunteer management. To be added as a member, you can send a message to Rob Lavery at rlavery@sols.org or you can also go directly to the subscription page on the SOLS Web site at <http://lists.library.on.ca/mailman/listinfo.cgi/VOLMGMT>. If you don't have that address at your fingertips you can also go from the SOLS home page at to the "Discussion Groups" link in the left navigation bar. There is a list of all of the listservs and discussion groups hosted by SOLS, including the VOLMGMT listserv.

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7. ONTARIO PUBLIC LIBRARY GUIDELINES AND ACCREDITATION

SOLS staff have been working with a number of libraries across southern Ontario in the area of using the Ontario Public Library Guidelines (OPL Guidelines) and possible accreditation. A series of clinics which focused on using the OPL Guidelines as a tool in developing the library were held at the Fall 2004 Library Committee meetings. SOLS staff also posted a series of

sample library policies on their Web site for use by any public library. These sample policies are posted at http://www.sols.org/LibDev/Sample_Policies.htm

Recently, the Leonard E. Shore Library, located in the Town of the Blue Mountains, received its accreditation. We asked the Chief Librarian, Bonnie Bradford to comment on their experience with the accreditation process. Upon reflection, Bonnie felt that they were "winners" because of the process, as well as the positive public relations generated by our accomplishment.

"The Leonard E. Shore Memorial Library is very proud to be part of a small group of accredited libraries in Ontario. The Library Board, past and present, were willing to do all of the work necessary to ensure that the library met the standards needed for accreditation. Upon receiving word that we had met the accreditation standard, the Trustees decided to spread the word of our proud accomplishment. On Monday, November 29, three Library Board Trustees did a wonderful presentation to our Town Council. At that time, we also gave members of Council library tote bags that are being sold as part of our 10th Year Anniversary and library cards for those who didn't have one. The feedback was tremendous and we came away feeling like we had very good backing from the Town Council. Upon exiting the Council Chambers, one Board member was interviewed by a local radio station. Two days later the station called and interviewed me about the accreditation process. The interviews were aired the following Saturday as a news story. The **Owen Sound Sun Times** reporter also wrote about our good news story. Since then we have had many compliments and congratulations from our patrons who have heard or read the story. This was a most satisfying experience, both from the standpoint of evaluating our library against a high standard and the public relations it generated with our Town Council and our community. We would highly encourage any library to consider this process – it was well worth the time and effort and what we received back was much, much more than what we put in."

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8. SOLS TRAINING WORKSHOP

SOLS staff are currently working on the line-up for workshops to be held in the Spring of 2005. We will be running a number of workshops across southern Ontario covering a range of topics from working alone and stress management to business information and readers advisory work on Canadian fiction. We are also planning a policy blitz workshop, primarily associated with the Ontario Public Library Guidelines, a workshop connected to the TD Summer Reading program, and a couple of surprises. The complete details on these workshops will be posted on the SOLS Web site in late January, with further notification in the January issue of Signal.

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9. Registration for the EXCEL distance Education Program - Deadline Tuesday, January 4th

EXCEL is a unique training program in managing a small public library or a community branch library, specifically designed for public library staff or volunteers who have little or no formal library training. It also provides an opportunity to upgrade library skills and management techniques, within a flexible and practical program. It is offered, in both English and French, through the Southern Ontario Library Service and Ontario Library Service-North, as a correspondence program with telephone tutors.

Registration information including a registration form, for the Winter 2005 semester is posted on the SOLS Web site at <http://sols.org/librarydev/training/excel/registration.htm>.

The registration deadline is Tuesday, January 4th, 2005. The course material will be shipped to students beginning Tuesday, January 11th, with the semester commencing Monday, January 24th, 2005, and ending late April 2005.

We are offering these courses (in English) for the Winter 2005 semester:

- Introduction to Public Libraries – **(revised)**
- Library Marketing
- Collection Development for Children
- Collection Development for Adults and Special Groups
- Communication Skills – **(revised)**
- Collection Organization
- Professional Development
- Electronic Information Sources – **(revised)**
- Planning for Library Service

We are offering these courses (in French) for the Winter 2005 semester:

- Introduction aux bibliothèques publiques
- Le marketing de la bibliothèque
- Développement des collections pour jeunes adultes **(révisé)**

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10. First Nations Public Library Week 2005 UPDATES

a) Ontario's LG Accepts Invitation to Attend First Nations Public Library Week Launch

The Honourable James K. Bartleman, Ontario's Lieutenant Governor, will attend the First Nations Public Library Week Launch in 2005. Bkejwanong First Nation Community Library on Walpole Island will host the Launch on Monday, February 14, on behalf of Ontario's First Nation public library community. First Nations Public Library Week will be held from February 14 to 19, 2005.

The privilege of hosting the Launch, undertaken first as a provincial event in 2003, alternates between northern and southern Ontario. The Alderville Library and Resource Centre's program in 2003 received an Angus Mowat Award of Excellence from the Ministry of Culture at the 2004 Ontario Library Association Super Conference. Details about the 2005 Launch program will be posted on the SOLS Web site in early January.

b) Partnership Produces "Best Yet" Poster for First Nations Public Library Week 2005

A November photo shoot at the Mnjikaning First Nation Public Library at Rama has members of the 2005 First Nations Public Library Week planning committee describing the resulting product as "the best First Nations Public Library Week poster yet."

The full-colour poster is the outcome of collaboration between the planning committee and the Ontario Library Association. Barbara Lewis was responsible for local arrangements at the library and Andrew J. Ryther, Media Designer, Communication Services, at OLA, took the photos and consulted with the committee on the poster design. In keeping with the Week's "Proud Past, Proud Future @ your library" theme, the poster portrays contemporary generations, regalia, and current and archival library resources. The poster art will be available in early January through the link to the First Nations Public Library Week on the SOLS Web site.

OLA will produce the poster in two sizes for First Nation public libraries. OLA will also mail a large poster to all Ontario public libraries in January to encourage them to offer displays and programming to their communities during First Nations Public Library Week (February 14-19). In a further collaboration undertaken by the planning committee and supported by OLA, Saskatchewan's Committee on Library Services for Aboriginal People has opted to use the poster, with some text revisions, to promote its Aboriginal Storytelling Week, also taking place in February.

c) 'SkySisters' Selected for the 2005 First Nation Communities Read Program

SkySisters, by Jan Bourdeau Waboose, with illustrations by Brian Deines, is the choice of the 2005 First Nations Public Library Week planning committee for the 2005 First Nation Communities Read program. During First Nations Public Library Week (February 14-19), First Nation public libraries will spearhead province-wide participation in this community reading program.

Selected from eight titles nominated by publishers, SkySisters (Kids Can Press) is available in hardcover (ISBN 1-55074-697-9) and paperback (ISBN 1-55074-699-5). Shortlisted for the Ruth Schwartz Children's Book Award in 2001, and the Canadian Library Association Amelia Frances Howard-Gibbon Award in 2000, SkySisters celebrates the wonders of a winter night and such worthy themes as tradition, initiation, sisterhood and growing independence. It's a contemporary story with whispers, shouts and varied tempos that beg dramatic readings.

There is a First Nation Community Reads session at the OLA Super Conference on Thursday, February 3 and readings later the same day at the Reading Stage in the Exhibits Hall. Check your final program for details when you arrive at the conference.

Information about the First Nation Community Reads program will be available in early January through the link to the First Nations Public Library Week on the SOLS Web site.

For more information about First Nations Public Library Week or about the 2005 First Nation Communities Read Program, contact: Patty Lawlor, First Nations Consultant, SOLS, by phone at 1-800-387-5765, Ext. 5107 or e-mail at plawlor@sols.org.

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11. TD Summer Reading Program 2005 UPDATE

The theme for the 2005 TD Summer Reading program will be "Space". The English title will be "**Blast Off**" and the French title is "**Vite en orbite**" (as chosen by the staff at the Ottawa Public Library and Library & Archives Canada). The program is, once again, sponsored by the TD Financial Group and developed by the staff at the Toronto Public Library, with assistance from staff at Ottawa Public Library and Library & Archives Canada.

The registration form for the program is now posted on the SOLS Web site at <http://www.sols.org/SummerReading/2005/orderformpage.htm>. Last year, 168 libraries participated in the program and already 55 libraries have signed up to participate in 2005. The registration deadline is **Monday, January 17, 2005**.

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12. SOLS WEB SITE UPDATES

The SOLS Web site is updated continuously. Recent additions to the Web site are:

- a) Within the "Professional Information" section of the Web site at <http://www.sols.org/Profinfo/professional.html>, there is a sub-section called "Legislation affecting public libraries in Ontario". We have recently added a link to a Web site called "Legal Milestones" by Justice for Children and Youth. This Web site lists legal age requirements in Ontario for various rights and activities. The direct address for the Web site is <http://www.jfcy.org/age/milestone.html>
- b) Another sub-section of the "Professional Information" section of the Web site is entitled "Collection Development". This page has quite a number of helpful resources. Under the sub-heading "Collection Evaluation", we have added the 2004 report by the staff at the Library Service Centre, entitled "Analyzing Canadian Library Purchasing Power for Books and Materials". This report was first released in September 1999, after LSC conducted a detailed analysis to provide specific information about the increased cost of books and library materials, and has been continually updated since then.

c) Within the "Ready Reference" section of the SOLS Web site there is a link to a page of "Literature and Fiction Resources". You can also get to this page directly at <http://www.sols.org/information/LitFiction.html>. There are links to such topics as authors, awards, readers' advisory resources. Under the sub-heading "genre" a link to the Christy Awards Winners and Finalists has been added. This is a Christian fiction award and the direct link to that Web site is <http://www.christyawards.com/about.htm>

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13. SOLS@SuperConference

A number of SOLS staff will be attending, and participating in sessions at the next OLA Superconference, scheduled for February 3rd to 5th.

a) SOLS Consultant, Anne Marie Madziak is one of 3 speakers for a session entitled "Designing Public Libraries as Unique and Vital Public Spaces" scheduled for 10:35 – 11:50 am on Thursday, February 3rd. The description for her session is:

"Modern public libraries are unique and vital public spaces that are open to all. As social and cultural cornerstone of the community, it is crucial for library planners to build libraries that are successful public spaces. This session will offer some expert opinion and give participants the opportunity to view photos of recently built public libraries, assess their success, and discuss with each other and with the speakers the issues and trends affecting library design. Participants should come away having informed their own thinking on what makes a library a vital public space and a successful gathering place in the community."

b) Bill Mitchell, SOLS Library Development Director, is conducting a session on Friday February 4th from 9 am to 10:15 am entitled "Getting on Board: Charting your course for Accreditation". The session description is:

"Learn how the Ontario Public Library Guidelines can be used as a planning tool for libraries. This presentation will include a practical discussion of the Accreditation Audit process, and focus on the benefits of using the Guidelines to work toward accredited status for your library."

c) Randee Loucks, SOLS Trustee Development Manager, is involved in two sessions at the Superconference. Session 810, entitled "A Case Study in Library Transformation" is scheduled for Friday, February 4 at 3:45 – 5:00 pm and will be conducted with Mike Hick and current Cobourg Public Library CEO, Donna Bright. The description for that session is:

"Bringing about library transformation requires determination, competence and expertise. Over five years Cobourg PL increased hours by 30%, doubled collection expenditures, introduced extensive programming and numerous service improvements to the delight of the public and council. This case study describes the governance and management challenges and pitfalls from the point of view of the board, management and the consultant."

Randee's second session (#1010), entitled "Calling All New Board Trustees: Check In Here", is scheduled for Saturday, February 5 from 10:35 am – 11:50 am. The session description is:

"Are you a new library board trustee? Or are you a longtime trustee who still feels you have something to learn? Randee Loucks and Jim MacDonald will review the Rules of Engagement and present some examples that will help participants understand why community development is central to the library's mission, explore methods of building collaborative community relationships and understand the importance of auditing program effectiveness in fulfilling accountability."

d) Rob Lavery, SOLS Resource Development Consultant, is running a session (#1009) with Ann Andruszyn, Development Officer, Barrie Public Library, entitled "Positioning Your Library for Fundraising Success". This session is scheduled for Saturday, Feb 5, 2005 - 10:35am - 11:50am. The session description is:

"Funding is a primary concern for library boards. In recent years there have been trends towards diversifying funding sources. How do you begin your exploration of alternative sources of revenue for your library? Find out what one public library has done and what might work best for your library. SOLS has monitored trends in revenue diversification over the past five years. Learn about methods being employed, and which are working."

e) Patty Lawlor, SOLS First Nation Consultant, is convening and participating as a panelist in a session (#111) entitled "First Nation Communities Read: Growing a Great Program". This session was rescheduled from Friday, February 4 and is being held on Thursday, February 3 at 9:00 a.m. The session description is:

"This panel session discusses a program that develops public awareness of First Nation people and cultures, and supports publication and purchase of books featuring aboriginal content and/or creativity. The creators associated with SkySisters, the 2005 First Nation Community Reads title, MAY join the panel."

Patty is convening and participating as a panelist in another rescheduled session (#708) on Friday, February 4 at 2:00 p.m. The session is entitled "Libraries Helping Libraries: A Matchmaking Approach to Developing First Nation Libraries". The session description is:

"This panel session discusses an innovative pilot project that supports First Nation library development through bridge-building partnerships between native and non-native communities.

Attend to learn about the current project and discover if there's an opportunity for your library to become involved in the program's growth."

In addition to these conference sessions, Rob Lavery is doing a poster session with Mona Forrest from the Ottawa Public Library Foundation on "Technology Resources to enhance your Fundraising Program". Peter Abbott, SOLS Researcher is doing a poster session on basic library trends.

Patty Lawlor is convening a poster session on Friday, February 4 entitled "First Nation Public Libraries: Our Way Forward". It is hoped that this session will increase general awareness about the issues and initiatives related to the development of First Nation public libraries in Ontario. There will be information about the new First Nation Public Libraries strategic plan, First Nations Public Library Week, First Nation Communities Read, the Libraries Helping Libraries program. Please stop by to meet and chat with some of your First Nation colleagues.

Patty is also convening an event at the Reading Stage of the Exhibits Hall on Thursday, February 3rd. This will be a promotion and reading of SkySisters, the 2005 First Nation Communities Read title.

And finally, most of you will be aware that SOLS has been working on a Consortium for Benefits through the Fall of 2004. The firm, Mosey and Mosey, who are the Benefit Plan Consultants working on this project, will have a booth at the show at which they are happy to meet with any public library about the benefits consortium. Further information on this benefits consortium project is available from Daryl Novak at dnovak@sols.org.

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14. SOLS CEO LISTSERV

SOLS maintains a list of all the e-mail addresses for SOLS CEOs. It is this list that is used to distribute Signal. Several times through the month, you may also receive other messages from SOLS

- At various times through the month, Laurey Gillies posted a list of the library boards who have voted to support (or not to support) the Federation of Ontario Public Libraries

- (FOPL).
- On Dec 6th, Brenda Lewis sent information regarding the TumbleBooks Library, e-books for children. Also included was information on two new products, TumbleReadables and TumbleTalkingBooks. The orders were to be placed Friday December 17th.

If you did not receive this message, and would like further information, please contact the SOLS HelpDesk at 1-800-387-5765, ext. 4, or by e-mail to helpdesk@sols.org

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15. SOLS Board Summary - December 2004

Assurance of Funding - MPP Visits

One of the four jobs of the Board is assurance of funding through advocating the provincial government for optimal funding and pursuing a variety of funding and resource development activities that support SOLS' Ends priorities.

The Board has launched a program to visit all MPPs whose ridings overlap SOLS' service area, as well as most Cabinet Ministers. A total of 77 visits are planned and thirty-four visits have been completed to date. MPP visits have been a priority for this Board term. With the Board term ending next June, completing the remaining forty-three visits will be a focus of Board activity over the next several months.

As part of raising awareness of SOLS with MPPs, SOLS new service plan, 'Stronger Libraries Stronger Communities', was sent to the seventy-seven MPPs in SOLS' service area as well as Cabinet Ministers. Six MPPs, including the Premier, responded to this mailing with thanks and comments on the invaluable work of libraries and SOLS.

Assurance of Funding – Fundraising

SOLS' Board launched a campaign to solicit individual donations to support the work SOLS does to assist public libraries. The campaign goals are to:

1. Develop organizational capacity to raise funds through individual donations.
2. Develop donors willing to give to SOLS.
3. Raise \$30,000 for SOLS' 05/06 budget.

A pilot stage of the campaign was initiated this fall with a target of completing twenty visits raising \$5,000. While the campaign only closes in December, as of November 23, twelve asks had been completed and \$6,210 raised. The next phase of the project is for the canvassers to meet and evaluate the pilot campaign prior to launching the main campaign in the spring.

Board Recruitment

SOLS' Board operates on a three year term and the current term ends in June 2005. Elections to the Board will be held at the spring Trustee Council meetings. To help prospective Board members consider whether they wish to run for election, an information package and presentation was provided at the fall Trustee Council meetings and is available on SOLS' website.

In addition, the Board began work on recruiting candidates for the five positions that are filled through nomination by the Minister of Culture. For these positions, a resumé must be submitted to SOLS by Friday, January 21, 2005. Resumes of qualified applicants will be forwarded to the Minister. Details on the work of the Board and the process for application are also included on SOLS' website as "Recruiting for Ministerial Nominations".

Open House

SOLS is holding an official Open House on Wednesday February 2, 2005 from 5pm to 7pm at the new office at 111 Peter Street, Suite 902. Remarks are scheduled for 5:30 and light refreshments will be served. Invitations for the Open House will be sent to client libraries, MPPs, donor prospects and selected vendors and partners early in January.

Operations Planning Quarterly Update

An update on SOLS' services is available at www.sols.org. From the main page, select "About us"

Next Board Meeting

The next meeting of SOLS' Board is scheduled for Saturday, March 5, 2005 at SOLS' office in Toronto.

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16. INFORMATION ABOUT Municipal Performance Measurement Program (MPMP)

-Information provided by Gartley Wagner at the Ministry of Culture

The rumours you've been hearing are true. Library services are joining the Municipal Performance Measurement Program (MPMP). On November 29, 2004, the Minister of Municipal Affairs and Housing wrote to the heads of all municipal councils - formally notifying them of the new MPMP requirements.

MPMP requires municipalities to report annually to the Ministry of Municipal Affairs and Housing (MMAH) and the public on the efficiency and effectiveness of selected municipal services. MPMP is a management tool for tracking results over time that encourages public accountability and fosters communication with taxpayers. Data from the Program is also used by the Ontario Centre for Municipal Best practices as a starting point for identifying municipal best practices in service delivery.

In 2005, municipalities will be required to report on the cost of library services per use and per capita, as well as the number of library uses per capita. All libraries will provide municipalities with 2004 data on library use, and municipalities will draw upon that data in their 2004 Financial Information Report (FIR).

The library use data will be based upon the 2004 'Annual Survey of Public Libraries' submitted to the Ministry of Culture (MCL). Library uses will include annual circulation and program attendance; as well as annualized typical week data for in library materials use, electronic information resource use, reference services, and library visits.

Municipal operating cost figures used in the library performance measures calculation will be based on operating costs contained in the municipal Financial Information Return (FIR) for library services. Operating costs are determined using the same formula used for measures in other service areas. They include salaries, wages and employee benefits; materials; contracted services; rents and financial expenses; interfunctional adjustments (interdepartmental transfers), and the allocation of program support (indirect costs).

Revenue that the library board receives from other municipalities for the provision of library service will be subtracted to isolate operating costs for the reporting municipality.

Explaining Results

Municipalities are encouraged to provide notes to MMAH and to the public when reporting their

MPMP data. For libraries MPMP, this will require their reporting the percentage of electronic and non-electronic library uses. This information is significant as municipalities that appear to have low operating costs per use, or a high number of uses per person, are likely to have a higher percentage of electronic uses.

Origin of the Libraries Measures

In June 2003, MMAH and MCL met with the Ontario Public Libraries Strategic Directions Council (SDC) to talk about how to bring library services into MPMP. It was decided that a sub-group of the SDC would work with the provincial ministries to develop the new measures and report back to the SDC with the findings of their work.

The sub-group met regularly in the fall of 2003. In the end, they recommended that two measures be created: Cost of Library Services per Use, and the Number of Library Uses per Capita. These were presented to SDC and MMAH's MPMP Advisory Committee, where they were approved in principle.

Testing and Implementation

In early 2004, the two provincial ministries met with public library community organizations to discuss libraries MPMP. These meetings played an essential part in the development of a process for municipalities to implement the new libraries measures.

As discussions with the library community proceeded, it became apparent that the different models for the delivery of library services would directly affect how library MPMP worked. A key challenge has been determining how uses should be apportioned where municipalities contract for library service, among the members of union library boards, and in counties where lower-tiers have historically reported material expenditures to MMAH in the FIR.

Following initial testing of the measures using existing data, MMAH came to the conclusion that up to 33% of municipalities may experience significant logistical and technical challenges in determining the apportionment of library uses for the efficiency and effectiveness measures. As a result, MMAH has recommended to the MPMP Advisory Committee that municipalities be required to report an additional efficiency measure: operating cost of library services per capita. This will ensure that all municipalities will be able to accurately report at least one library efficiency measure.

In fall 2004, a group of libraries and municipalities tested the portion of the FIR template prepared to collect libraries MPMP information. That test was very valuable, and experience gained through the test has helped us fine-tune the library data portion of the FIR.

Next Steps

In early 2005, public libraries can anticipate municipal treasurers to request them for data drawn directly from their 2004 Annual Survey of Public Libraries and information on any contracts that they have for library service with neighbouring municipalities. Each library board is encouraged to work with the Treasurer of the local municipality during this first year. Treasurers are familiar with the FIR and the calculation of performance measures in other services areas.

Given our experience in other service areas, we expect lots of questions and comments on the libraries measures in their first year. We will continue to work with the SDC and members of the library community to give these comments full consideration. In the meantime, feel free to contact me or Suzanne Rowe Knight of the Ministry of Culture if you have comments or questions about the measures.

The contact person at MMAH is:

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17. INFORMATION ABOUT CAP

There have been considerable changes in how library CAP grants are being handled for fiscal year 2004-2005. CAP remains an Industry Canada (Federal) program, and the staff in the Heritage and Libraries Branch at the Ministry of Culture continue to assist with administration of the program. In the past, SOLS' role has always been one of support to libraries, while CAP has always been administered by other parties. However, as the program evolves and changes, the Ministry of Culture staff have asked that, for information on the CAP program for libraries, libraries should contact Stan Squires 416-314-7632 or Rod Sawyer 416-314-7627 at the Ministry of Culture.

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